Addendum #3 - Questions and Answers to Pre-Proposal Conference
RFP Citation Issuance and Management System
RFP 2016-26

No.	Question	Answer
1	How many handhelds does the City desire?	Approximately 50.
2	Real time wireless communications: Will the City pay the bill or the Vendor?	The City will entertain payment either way.
3	Does the City's software handle the aging late notices today?	No. This is handled by the courts for criminal citations. The City is open to suggestions.
4	What are the current handhelds/back office system?	Duncan Solutions
5	City currently uses Pay by Space. Has the City considered Pay by Plate?	Under discussion; no established plan.
6	Regarding back end features, is there any functionality for customer facing applications?	All payment processes are through the court currently. The City could consider customer facing application for administrative citations.
7	What are the City's reporting needs?	Reporting needs: better ways to incorporate the various activities and categories of activities the ticket agent is working on including assistance to the public. Need more space for notes in the system.
8	Ideally, what information do you want to capture?	Bring up a report. What does the ticket agent do dailyy (enforcement, traffic, admin citations etc)? How much time is spent on each category? Calculate out and provide reports for upper management.
9	The City mentioned issuing warning citations; is this the process now?	The City is processing manually at this time; it is the City's desire is to automate.
10	What are the factors considered for warning tickets?	Possibilities include violation, time-limited, or geographic related.
11	Does system need hand written capability?	After July 1, 2016, the court stipulates that all citations must be electronically submitted to the Court.

12	Is there a numbering system for Administrative citations?	There needs to be a separate numbering system for administrative tickets.
13	How many levels of citations and how many categories?	There are a) Judicial citiations (State process) both misdemeanor and petty misdemeanor, b) warning tickets (housed on the system for administrative purposes), and c) Administrative citations (City process).
14	Does the number of ordinance categories for violations fluctuate?	Yes.
15	Are there a few instances where an Administrative violation/citation would go along with another type of citation?	Criminal and Admininistrative citations are not combined.
16	Does the Minneapolis Police Department (MPD) issue parking tickets?	Yes. As of July 1, 2016, all tickets must be submitted electronically to the courts.
17	Does the MPD hand the parking tickets to the City?	No, Police citations go straight to the court.
18	Will the MPD take advantage of Regulatory Services new Citation issuing software?	Unknown at this time.
20	Explain the towing process.	State controls towing; not local ordinance. Only certain violations can be towed. Some have to wait four hours (parking) while others are immediate. State Statute directs tow driver to bring in ticket and sign. There is a separate software for the impound lot that works separate from citation issuance.
21	Are there four hours from issuing a tow ticket before the vehicle is towed?	Yes, for some citations.
22	Are multiple violations on one ticket mandatory?	Yes.
23	Could multiple violations with one ticket skew the reports?	Reports need to be sophisticated enough to produce accurate reports.
24	What are some of the Service Level Requirements?	Must have round the clock support (24 hours, 7 days a week, weekend, holidays). Service desk must be staffed by a person, not answering machine. Speed of entry, especially during snow emergency, is critical.

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